



**Office of the Independent Juvenile Ombudsman
For the Department of Juvenile Justice**

January 1, 2018

To the Honorable Bruce Rauner, Governor of the State of Illinois

To the Honorable Members of the Illinois General Assembly

Dear Governor Rauner and Members of the Illinois General Assembly:

I am pleased to present the Annual Report from the Office of the Independent Juvenile Ombudsman for the Department of Juvenile Justice (OIJO) pursuant to 730 ILCS 5/3-2.7-35. The OIJO functions independently within the Department of Juvenile Justice for the purpose of securing the rights of youth committed to the Department of Juvenile Justice. This report summarizes the activities of the OIJO and contains data both aggregated and disaggregated by individual facility for the fiscal year 2017.

Thank you for the honor of serving in this capacity.

Respectfully submitted,

A handwritten signature in black ink that reads "Kathleen Bankhead".

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**Office of the Independent Juvenile Ombudsman
for the Department of Juvenile Justice**

Annual Report

Work of the Independent Juvenile Ombudsman

Fiscal Year 2017

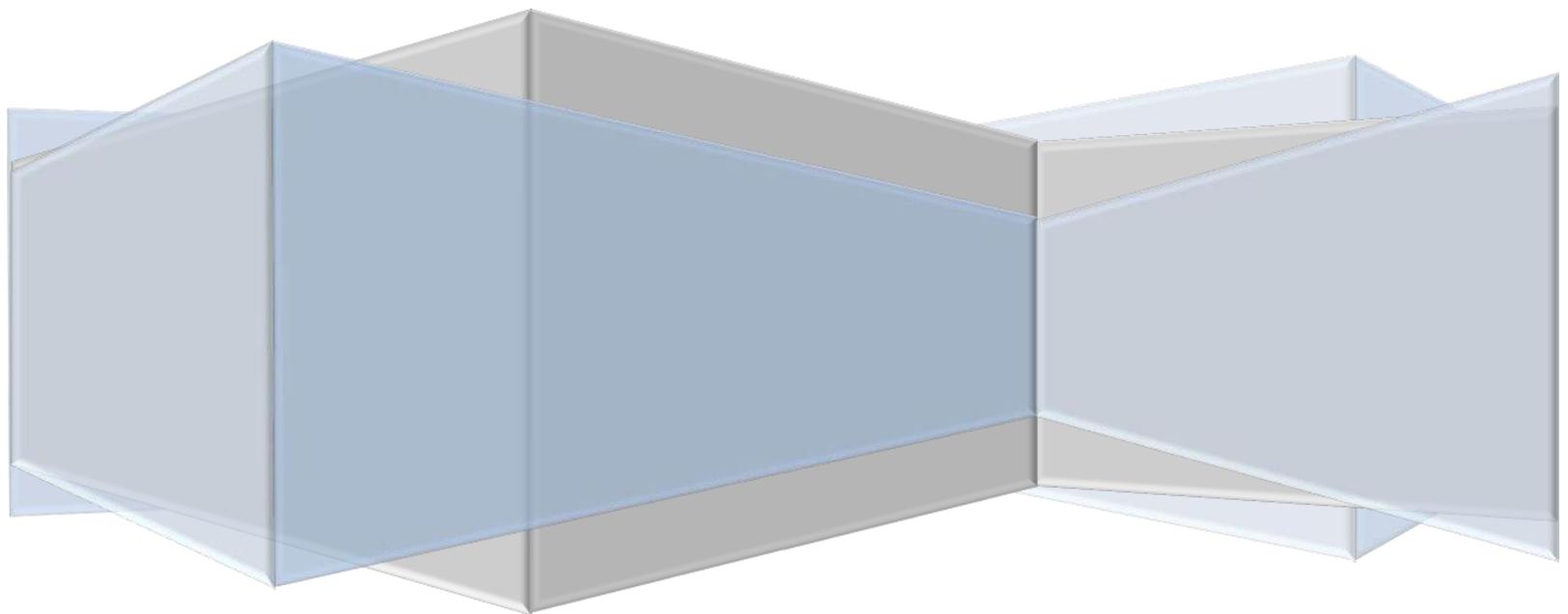


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Introduction

This is the annual report submitted by the Independent Juvenile Ombudsman of the Department of Juvenile Justice (DJJ) to the Honorable Bruce Rauner, Governor of the State of Illinois and the Illinois General Assembly summarizing the activities done in furtherance of the purpose of the Office of the Independent Juvenile Ombudsman (OIJO) pursuant to 730 ILCS 5/3-2.7-35.¹ This report (due on or before January 1, 2018) covers fiscal year 2017 (July 1, 2016 through June 30, 2017) the period hereafter known as FY2017.²

This document contains aggregated and disaggregated data organized by individual facility. It also describes the work of the Ombudsman; the status of any review or investigation undertaken by the Ombudsman without identifying information concerning the subject of the reports or investigation; and recommendations that the Ombudsman has relating to systemic issues in the Department of Juvenile Justice's provision of service and other matters for consideration by the General Assembly and the Governor.

The Office of the Independent Juvenile Ombudsman functions independently within the Department of Juvenile Justice and reports to the Governor. While currently a one person office, it is anticipated that two Deputy Ombudsmen will join the office in fiscal year 2018.³ Opting for two deputy ombudsmen rather than an administrative staff person, DJJ provides administrative support for the Ombudsman's Office pursuant to 730 ILCS 5/3-2.7-25(a).

The addition of two Deputy Ombudsmen will enhance the office's investigative capacity to ensure the rights of youth are fully observed. Increased manpower will enable the Office to visit Illinois Youth Centers (IYC) more frequently, increase contact with youth who are on aftercare, to review or inspect facilities where youth have been placed by DJJ and to collaborate with geographically diverse communities as they prepare for the return of their youth.

The OIJO has no authority to order DJJ to change a decision or alter a policy or practice. Rather, the Ombudsman brings to the attention of DJJ management issues involving the rights of committed youth, fairness in the access and application of services, policies and practices and other matters that warrant the Office's involvement. Through the annual report, the OIJO can expose complaints of violations of youth rights, unfair practices and systemic issues to the Governor, legislature and the public.

In certain statutorily delineated circumstances, such as severe abuse or injury of a youth, the Ombudsman must report those matters immediately to the Director of Juvenile Justice and the Governor. The Ombudsman does not investigate matters of criminal behavior or violations of the State Officials and Employees Ethics Act. Those matters are referred to the Illinois State Police or the Office of the Governor's Executive Inspector General for investigation. The Ombudsman is a mandated reporter and must refer complaints of child abuse or neglect to the Child Abuse and Neglect Hotline operated by the Illinois Department of Children and Family Services or the Illinois State Police.

¹ DJJ is invited to file a response. It is anticipated that DJJ will file a response in January 2018. Thereafter, both the annual report and DJJ's response will be posted on the Ombudsman's webpage.

² This report covers the period ending on June 30, 2017. Some changes have occurred in the six months since the end of FY2017.

³ A Deputy Ombudsman was hired and joined the office in August 2017. A second Deputy Ombudsman who will primarily cover downstate Illinois is in the process of being hired.

Regarding reports that DJJ must file with the court involving a critical incident, a youth held in DJJ custody for want of an approved aftercare host site and certain youth in custody for over one consecutive year, the OIJO must provide a copy of the report to the minor's court appointed guardian ad litem and attorney. The OIJO must advise the minor's parents or guardian of record that a copy of the report is available upon request to the OIJO.

Ongoing Work

The bulk of the Ombudsman's work centered on addressing a question asked by a young person in DJJ custody: "I know that this is jail, but can DJJ do that?" The answer to that question defines the work of the Ombudsman's Office in FY2017. The Ombudsman's Office was able to advise youth about their rights, communicate with DJJ in an effort to secure youth rights and assist young people and their families in areas where the Ombudsman determined they needed assistance.

The Ombudsman made 101 visits to six⁴ IYCs and had over 1300 in-person contacts with youth in the facilities. Between December 1, 2016 and June 30, 2017, the Ombudsman's office received 453 telephone calls from youth and their family members.

DJJ installed a toll free number for the OIJO that was accessible to youth at the IYCs at any time by dialing four (4) numbers. The calls were free, not monitored and not recorded.⁵ Many of the inquiries, issues and complaints were initiated by telephone call and followed up in person. Some matters were resolved with a telephone call. However, most concerns were communicated in person when the Ombudsman visited the Illinois Youth Centers.

Most of the issues reported to the Ombudsman were addressed informally with DJJ executive staff or IYC administration. This approach generally resulted in prompt resolutions. Youth and/or family members were advised of the responses in person, by letter, by email or telephone.

Formal complaints were filed and forwarded to DJJ when the concern was ongoing, represented a systemic issue or was requested to be forwarded by the complainant. Formal complaints were investigated and discussed with DJJ. A few complaints were investigated by external entities.⁶ Most complaints were addressed and resolved in less than 30 days.

Youth who were designated Habitual or Violent Offenders and those who were convicted of felony offenses and were to be transferred to Illinois Department of Corrections (IDOC) had the most questions about program credits and other programmatic incentives. Youth with felony convictions also had many inquiries about other types of sentence credit and the meaning of prison security levels in the IDOC. Their inquiries were referred to DJJ or IDOC. The Ombudsman's Office arranged for staff from IDOC to visit IYC Harrisburg and IYC St. Charles to meet with those youth and answer their questions.⁷

Grievance Procedures: This year the OIJO completed recommendations to DJJ for strengthening the grievance process. Some of the recommendations were incorporated in the new grievance policy.

⁴ IYC Kewanee was visited once. It closed at the end of July 2016.

⁵ After several youth complained that too often they had to leave voicemail messages for the Ombudsman, at the Ombudsman's request, DJJ provided administrative assistance in answering the phones when the Ombudsman was out of the office for extended periods of time.

⁶ IDOC, Illinois State Police, Illinois Department of Children and Family Services

⁷ The meetings were scheduled but will not occur until fiscal year 2018.

An introductory letter to youth and a youth rights flyer were also completed, and it is anticipated that they will be included in DJJ's new youth orientation handbook in fiscal year 2018.

Community Involvement: The Ombudsman participated in several community events informing stakeholders about the Ombudsman's Office, including dialogue on building community capacity to provide alternatives to incarceration and to address the needs of youth returning home. The Ombudsman reached out to a community organization in Carbondale, Illinois to help support youth at IYC Harrisburg who are far from home and family. The organization is seeking ways to help and its members are considering volunteering to visit youth at IYC Harrisburg who seldom receive family visits.⁸ Some of those community members decided to become court watchers in the Saline County Courthouse to further support young people facing charges originating in IYC Harrisburg.

Peace Circles: The Ombudsman sat in circle⁹ with youth at all of the IYCs. Most of the circles involved only youth and the Ombudsman. Staff members asked or were asked to participate in a few peace circles with youth. Both youth and staff thought that these circles went well.

Members of the DJJ executive staff requested that the Ombudsman's Office schedule more peace circles with youth and staff. The first peace circles were at IYC St. Charles. Some of the peace circles were kept (facilitated) by community peace circle keepers. The Director of DJJ, other executive staff members, IYC administrative staff and the Superintendent of school district 428 and other education staff participated in peace circles at several of the IYCs.

COMPLAINTS, ISSUES AND INQUIRIES

Leading complaints and issues at IYC Harrisburg

Youth charged with Aggravated Battery to a Peace Officer.

The overwhelming concern for the Ombudsman's Office this year involved the felony charges filed against youth at IYC Harrisburg. In August 2016 the Ombudsman received a complaint from a young man who said that he was charged with an Aggravated Battery to a Peace Officer. It was a juvenile case resulting from an allegation that during a fight with another youth seven months earlier, he hit a Juvenile Justice Specialist. He was released to aftercare subsequent to the fight and returned on a technical aftercare violation a few months later. It was after his return that he was charged with the juvenile case.

Subsequently, in September 2016 he complained to the Ombudsman's office that he was the victim of excessive force and racial slurs by Juvenile Justice Specialists (JJS) after he was involved in a fight with another youth. The youth received a ticket for staff assault. The Ombudsman viewed the video of the incident. However, the quality of the video was very poor and staff members were surrounding the action, so that it was impossible to discern any details of the encounter. The complaint was resolved against the youth.

A few months later, in January 2017, a warrant was issued from the Saline County Criminal Court charging that the youth committed Aggravated Battery to a Peace Officer against the JJS. It was an adult felony charge. The Ombudsman's Office learned that DJJ had not initiated the charge, but that the alleged victim filed a civilian complaint and the Saline County State's Attorney filed the charge.

⁸ As an example, one gentleman said that he would be willing to visit occasionally and play chess with a youth.

⁹ Peacemaking Circles are a Restorative Justice Practice used, in this context, to build, maintain and strengthen positive relationships.

Thereafter, from August 2016 through March 2017 the Ombudsman's Office received communication from a numerous youth at IYC Harrisburg that they were charged with felony cases of Aggravated Battery to a Peace Officer for alleged staff assaults that occurred at IYC Harrisburg – ten in all. As the numbers grew, the Ombudsman contacted DJJ's Director, the Governor's Office, the John Howard Association and the ACLU.

Youth and their families expressed concerns about their legal representation in the Saline County criminal cases and asked for referrals to private attorneys. The Ombudsman reached out to legal and community organizations in an attempt to find lawyers who would represent the youth charged with felony offenses. DJJ began to transfer some of the youth with the felony charges back to other IYCs. Other youth were released to the Saline County Jail.

The infractions ranged from brushing chests with a staff member and spitting on staff to punching and biting staff members. Generally, when they spoke with the Ombudsman, youth denied the allegation, alleged self-defense or unintentional/incidental contact. Overwhelmingly, the charges alleged insulting or provoking touching, rather than serious bodily harm.

Many of the youth have mental health diagnoses. At least three of the charged youth are or were in the mental health special treatment unit at IYC St. Charles prior to or subsequent to the filing of criminal complaints. One youth was charged with four separate cases and transferred from juvenile court to the Saline County criminal (felony) court despite his mental health issues.

Since late fall 2015 through June 2017, at least 31 committed youth from IYC Harrisburg - as young as 13 years old - had felony or juvenile charges filed against them by individual staff members at IYC Harrisburg. A few of the youth were charged with multiple cases.

As of June 30, 2017 the OIJO learned of four youth who pled or were found guilty of the felony offense and were serving sentences of four to six years in the Illinois Department of Corrections. There are eight youth with pending felony cases. All of the youth charged with felony offenses since August 2016 are African American.

The youth committed to DJJ come with a host of mental health, behavior and trauma issues. All of the human development research, many legislative enactments, some court decisions and DJJ's mission are in lock step with the need to reform juvenile justice to emphasize brain development and rehabilitation in order to have safer, thriving communities with law abiding self-reliant young adults across the state. IYC Harrisburg's pipeline to prison is out of step with evidence-based practice and threatens to undermine DJJ's reform efforts.

There are a few predominant considerations:

- 1) The lack of quality video and audio equipment makes it virtually impossible for the youth who claim innocence to prove it or for the incidents to be viewed in proper context.
- 2) There are internal administrative sanctions for youth misbehavior (hopefully administered as part of a therapeutic response aimed at changing, not merely punishing behavior) and most, if not all, of the youth charged in Saline County received those sanctions;
- 3) A diminished sense of system integrity and fairness makes it more difficult for DJJ to build the trust between staff and youth that is essential for reform;

4) The increased vulnerability of youth to intimidation and retaliation by staff threatening to file felony charges against them without regard to appropriateness or credibility; and

5) The devastating impact of felony convictions on future opportunities for these young men and the corresponding decrease in public safety and financial burden on the tax paying public.

Excessive Force: Choking

At the same time that staff members were complaining to the local state's attorney with allegations of Aggravated Battery to a Peace Officer, youth at IYC Harrisburg were complaining to the OIJO with allegations of racism, excessive force and child abuse. The number one issue the Ombudsman heard from youth was about staff conduct. It included allegations of racist name calling, belittling, threats and retaliation, failure to assist youth and unprofessional behavior. However, the most troubling allegations at IYC Harrisburg were claims of excessive force. Youth of all races, ages, living units and geographically diverse parts of the state complained about being choked; often, until they were unconscious. Youth described two different types of choking: one was from behind, but the pressure of the staff member's bicep and forearm were on both sides of the youth's neck; the other involved the staff member using his thumb and forefinger to choke on the sides of the youth's Adam's apple. Most of the complaints involved very few, but specific Juvenile Justice Specialists.

In August 2016, a young man, who was brought to the Ombudsman's attention by another youth, stated that choking happened so frequently, he didn't know it was a violation of his rights. The Ombudsman referred two allegations to the Illinois Department of Children and Family Services and two other allegations to the Illinois State Police. None of the allegations were substantiated. However, the number and consistency of the complaints were alarming. Beginning in March 2017 and through May 2017 there was a decrease in the number of choking allegations; then a jump in June 2017.

It is apparent that the relationship between some staff and youth at IYC Harrisburg is toxic. There are staff members whom youth praise as hardworking, professional and helpful. Most staff members are never complained about. Even though it is a minority of staff that is repeatedly named as perpetrators of violence against youth at IYC Harrisburg, it troubles the relationship between most youth and staff, breeds distrust on every side and creates a culture of fear and intimidation for everyone.

Leading issues and complaints at IYC St. Charles

Excessive number of hours youth spent in their rooms

Youth at IYC St. Charles had a multiplicity of concerns. The leading concern for youth at IYC St. Charles was the excessive amount of time that youth spent in their rooms. These concerns evidenced a systemic issue affecting every youth at IYC St. Charles. The Ombudsman's office determined that youth were very often spending more than 16 hours a day in their rooms. Because of staffing shortages youth did not know if or when they would get out of the rooms for recreation, showers or to attend school. Although there was a lull in the number of complaints from February through early May, they increased through June, 2017. This is an unresolved issue.

Staff Conduct

Youth made numerous allegations about staff member conduct. Most of the allegations involved Juvenile Justice Specialists. However, there were also concerns about treatment from dietary, school and other staff members. Many of the complaints described a general lack of respect and professionalism. Youth told the Ombudsman that staff often cursed at them and called them offensive names.

However, most of the concerns alleged unprofessional conduct including: ignoring youths requests for assistance, failing to consistently follow department procedures and unfair application of the rules. The youth averred that consequences were not evenly applied for similar behavior. For example, youth stated that in one instance youth may receive a fighting ticket; in another but similar instance youth may receive an assault ticket. Assault tickets carry harsher penalties than fighting tickets. The Ombudsman, on more than one occasion, witnessed youth banging on their room doors and screaming incessantly just to get someone to respond to them.

Overall youth complaints at IYC St. Charles signified a facility that lacked structure and consistency, and therefore, lacked predictability. The sense of arbitrariness at times resulted in youth rebellions bordering on anarchy. Earlier in the fiscal year, youth ran around the campus, climbed on top of cottages and otherwise created havoc. In an effort to stop the behavior, youth were given more severe consequences for the disruptive behavior resulting in a substantial amount of in-custody sentence extension (set time) for many youth of as much as a year or more. Indeed, set time became the default consequence for most infractions, regardless of severity.

Interestingly, the disruptive behavior continued until the staffing levels were improved and youth were able to get out of their rooms regularly for school and recreation. As staffing levels again dwindled, disruptive events, especially fighting increased. Imposing set time as a consequence seemed to have very little impact on youth behavior, unless they were close to or past their original release date. Then, the Ombudsman's office saw an increase in the number of youth concerns about the amount of set time that delayed their presentation to the PRB or release staffing.

Mental Health

Youth expressed concerns that their requests to speak with a mental health therapist were ignored or substantially delayed. They averred that their issues were not taken seriously by staff. This included youth who were in the alternative behavior unit. Other youth complained that they were transferred from special treatment to regular cottages or even other facilities and did not receive the same level of mental health treatment they believed they needed. The Ombudsman's office noticed that a few youth with more aggressive or otherwise troublesome behaviors were reassessed and transferred from the special treatment units. This is a burgeoning concern.

Leading issues and complaints at IYC Chicago

Excessive number of hours youth spent in their rooms

The number one issue and complaint by youth at IYC Chicago was excessive number of hours in their rooms, including not getting outside for sunlight and fresh air. Pursuant to the consent decree¹⁰, youth should be out of their rooms at least eight hours a day. Youth at IYC Chicago complained that routinely they only received one hour of recreation during first shift and one hour of recreation during second shift.

¹⁰ RJ v. Mueller, Case No. 12-cv-07289, Consent Decree (N.D. Ill., December 6, 2012).

On school days, for youth who were attending, that meant that they were out of their rooms just about eight hours a day. However, on the weekends and days when school was not in session, youth were essentially confined to their rooms for 20 – 22 hours a day. The amount of time a youth spent in his room seemed to depend on which living unit a youth was assigned and his other programming involvement. Since January 2017, after several conversations with the facility administration and DJJ executive staff, the Ombudsman received no concerns or complaints about excessive time in rooms.

Leading issues and complaints at IYC Pere Marquette

Racial Discrimination

Several African American youth expressed concerns that they were treated more harshly by a few staff members. They believed that the differential treatment was race based. They gave examples of white and black youth engaged in the same behavior, but only African American youth would receive a verbal reprimand or ticket. Some youth complained that the attitude of the particular staff members exacerbated racial animus among the youth. In response to such complaints, the OIJO opened up communication with the facility administration. They continued to address the issue as it arose. After January 2017, the Ombudsman's Office did not receive any complaints of racism or discrimination.

Youth Disciplinary Reports

The number of concerns about YDRs (tickets) was equal to that of concerns about discrimination. Youth who expressed a concern generally stated that the ticket was unfair or the behavior didn't warrant a ticket. In about half of the cases the resolution was satisfactory to the youth. Most of the remaining concerns were referred to the grievance process.

Leading issues and complaints at IYC Warrenville

Family visitation

One of the leading issues at IYC Warrenville was family visitation. Youth were concerned that finances and distance were barriers to visits from their family member(s). Or, they were seeking to get permission for a particular family member to visit. Those issues were referred to facility administration or DJJ executive staff. The barriers to visitation are being addressed by DJJ.

Aftercare placement

Another concern for youth at IYC Warrenville was placement approval prior to their release to aftercare. Most of the youth with placement issues were DCFS involved and had challenges that made them somewhat difficult to place. Some youth were concerned that the type of placement being sought for them was not in their best interest. All of the concerns were referred to DJJ executive staff or facility staff and appropriate placements were found for all of the youth.

Inquiries at IYC Kewanee

The Ombudsman's last visit to youth at IYC Kewanee was in July 2016, weeks before it was scheduled to close. There were five youth living at the IYC. They all expressed the same concern: placement. They wanted to know if they were going to IYC Harrisburg, a residential placement or home. The Ombudsman referred their concerns to DJJ.

Systemic issues and recommendations

The OIJO work revealed the following systemic issues:

1) The excessive number of hours that youth spend in their rooms

- Youth at IYC St. Charles, IYC Chicago and IYC Harrisburg made numerous complaints about being in their rooms too long each day and some alleged for days at a time. The source of the issue differed per facility. For example at IYC St. Charles the allegations were primarily related to not having enough staff to monitor youth outside of their rooms. At IYC Chicago it was an operational decision to categorize school and meals as part of “recreation.” At IYC Harrisburg, the concerns were more individualized based on living unit and staff discretion. However, while the context or cause may be different, the result is the same; it is out of compliance with the consent decree.

2) The inability to properly investigate and assess youth allegations of improper treatment by staff members and staff allegations of assaults by youth

- Youth concerns and complaints about staff conduct from verbal abuse to physical assault are most often unsubstantiated because incidents occur off camera or camera quality is too poor to discern what happened. This is especially true at IYC Harrisburg. Notably, there is no audio evidence that might assist in assessing the truthfulness of allegations.

3) The relationship between youth and staff at IYC Harrisburg and IYC St. Charles are fractured and need repair.

- There is a suggestion, based upon research in Illinois and elsewhere, that the very nature of large facilities makes it impossible to build caring, respectful and trusting relationships essential to healthy youth development. If there is any hope of improving the critical relationship between youth and staff, positive relationship building must be a top priority for DJJ. Otherwise, reform efforts will continue at a snail’s pace and may ultimately fail.

The Office of the Independent Juvenile Ombudsman makes the following recommendations:

1) Regarding the excessive time youth spend in their rooms, the Ombudsman makes the following recommendations:

- That DJJ implement a policy and procedure that ensures that the whereabouts of each youth is documented 24 hours a day at regularly timed intervals i.e. every 20 minutes; and that the log sheet or other document is clearly visible at each youth’s room door.
- Scheduling staff during staffing shortages so that each living unit has two staff for some portion of the day in order for all youth to have an opportunity to go to school and have recreation.
- Hire more staff at IYC St. Charles to alleviate staffing shortages.

2) Regarding the inability to adequately investigate allegations by youth and staff:

- Replace poor quality video equipment at IYC Harrisburg with high quality video and audio equipment and ensure that there are no blind spots.
- Require staff use camcorders to videotape and audio record interactions between youth and staff that occur in youths’ rooms.

- Require escort staff and Juvenile Justice Specialist Supervisors who respond to crisis situations to wear body cameras.

3) Regarding the relationships between youth and staff at the larger IYCs and generally across all of the IYCs:

- Close the larger IYCs and move youth to smaller facilities and community placements closer to home.
- Implement Restorative Justice peace circle training for select staff on each shift in order to build, maintain or restore all DJJ relationships: youth and staff, youth and youth, administration and staff, staff and staff.

4) Regarding the filing of criminal and juvenile charges against youth:

- DJJ should categorize any criminal and juvenile charges emanating from its IYCs as a critical incident, requiring notice to the OIJO.

Conclusion

The Ombudsman recognizes that the Director and DJJ executive staff work tirelessly to implement strategies and practices consistent with adolescent development research, the requirements of the consent decree and juvenile justice legislation.

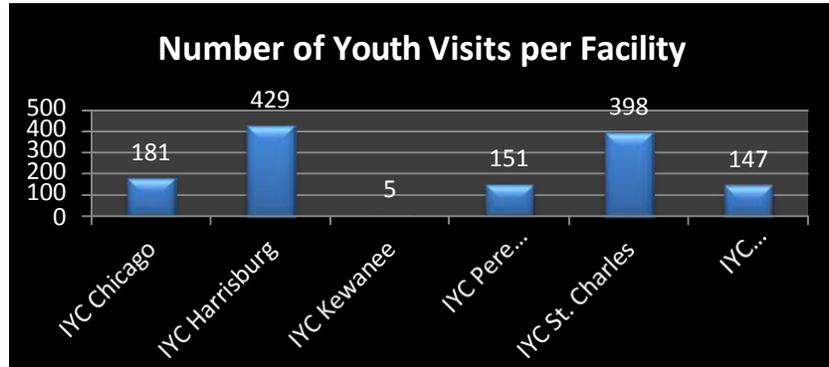
Despite that hard work, many challenges to long term reform remain. Nearly 12 years after its creation, a five year old consent decree, reform minded leadership, evidence based initiatives and staff trainings, there has been incremental progress; however, the laudable mission of DJJ is yet to be fully realized. Delays in hiring, complex and lengthy state processes and an unwillingness among some staff at the larger IYCs to give up a punitive corrections culture in favor of rehabilitation and restorative justice impedes more rapid progress.

The youth population in DJJ has decreased by almost forty-five percent since fiscal year 2016. Concomitantly, a larger percentage of youth committed to DJJ's care have more complex mental, emotional and behavioral health challenges. The Department must be redesigned to address their needs. As importantly, the staff who work most closely with the youth and who have the greatest impact on their experiences in DJJ must view themselves as more than merely correctional officers and become the Juvenile Justice Specialists our most troubled youth need.

Therefore, it is imperative that DJJ have the resources and autonomy necessary to continue to implement the reform agenda foundational to its mission.

The Data Section

Individual Facility and Youth Visits FY2017



IYC Chicago

Personal Visits

1. 7/19/2016
2. 8/4/2016
3. 8/26/2016
4. 9/9/2016 (Peace circles)
5. 9/27/2016
6. 10/31/2016
7. 12/30/2016
8. 1/17/2017
9. 2/22/2017
10. 3/2/2017
11. 3/6/2017 (Peace circles)
12. 4/17/2017
13. 4/19/2017
14. 4/28/2017
15. 5/17/2017
16. 5/19/2017
17. 6/7/2017
18. 6/24/2017

Personal Contacts

- 16
- 17
- 7
- 6
- 15
- 10
- 4
- 0
- 11
- 1
- 35
- 12
- 5
- 14
- 2
- 5
- 18
- 3

Total Visits 18

Total Personal Contacts 181

IYC Harrisburg

Personal Visits

Personal Contacts

1. 7/21/2016 (Peace circles)	26
2. 8/16/2016	18
3. 8/17/2016	4
4. 8/23/2016	8
5. 8/24/2016	3
6. 9/14/2016	16
7. 9/19/2016	2
8. 9/20/2016	7
9. 9/29/2016	31
10. 10/27/2016	21
11. 11/9/2016 (Peace circles)	63
12. 11/10/2016	19
13. 11/29/2016	15
14. 12/28/2016	16
15. 12/29/2016	11
16. 1/19/2017	19
17. 1/24/2017	5
18. 2/15/2017	13
19. 2/16/2017	18
20. 2/27/2017	19
21. 2/28/2017	8
22. 3/28/2017	19
23. 4/20/2017	26
24. 5/2/2017	16
25. 5/12/2017	14
26. 6/19/2017	19
27. 6/20/2017	20

Total visits 27

Total personal visits with youth 429

IYC Kewanee¹¹

Personal Visits		Personal Contacts
1. 7/27/2016		5
Total visits	1	
Total personal visits with youth	5	

IYC Pere Marquette

Personal Visits		Personal Contacts
1. 7/22/2016		26
2. 8/17/2016		3
3. 8/24/2016		3
4. 9/13/2016		26
5. 9/30/2016		6
6. 10/28/2016		7
7. 11/28/2016		11
8. 12/29/2016		7
9. 1/20/2017		6
10. 2/28/2017		17
11. 3/29/2017		6
12. 4/21/2017		10
13. 5/03/2017 (Peace circles)		18
14. 5/24/2017		5
Total visits	14	
Total personal visits with youth	151	

¹¹ IYC Kewanee closed at the end of July 2016

IYC St. Charles

Personal Visits

Personal Contacts

1. 7/13/2016	8
2. 8/11/2016	14
3. 8/12/2016	16
4. 8/29/2016	7
5. 9/12/2016	4
6. 9/16/2016	14
7. 9/27/2016	7
8. 10/25/2016	21
9. 11/3/2016	7
10. 11/4/2016	5
11. 12/16/2016	3
12. 1/3/2017	11
13. 1/12/2017	17
14. 1/18/2017	10
15. 1/27/2017	34
16. 2/10/2017	16
17. 3/3/2017	23
18. 3/9/2017	2
19. 3/13/2017 (Peace circles)	14
20. 3/14/2017 (Peace circles)	41
21. 3/15/2017 (Peace circles)	18
22. 4/7/2017	17
23. 4/27/2017	30
24. 5/9/2017	0
25. 5/11/2017	24
26. 6/1/2017 (Peace circles)	17
27. 6/2/2017 (Peace circles)	7
28. 6/30/2017	11
Total visits	28
Total personal visits with youth	398

IYC Warrentonville

Personal Visits

1. 7/19/2016
2. 7/29/2016
3. 8/2/2016 (Peace Circles)
4. 8/4/2016 (Peace Circles)
5. 8/26/2016
6. 9/28/2016
7. 10/31/2016
8. 11/3/2016 (Storycatchers)
9. 1/4/2017
10. 1/30/2017
11. 3/17/2017 (Peace Circles)
12. 5/1/2017
13. 6/29/2017 (Peace Circle)

Personal Contacts

- 16
- 7
- 5
- 10
- 4
- 9
- 15
- 2
- 15
- 18
- 27
- 12
- 7

Total visits 13

Total personal visits with youth 147

All IYC Visit Totals

IYC Visits **101**

Number of Youth Visits **1,311**

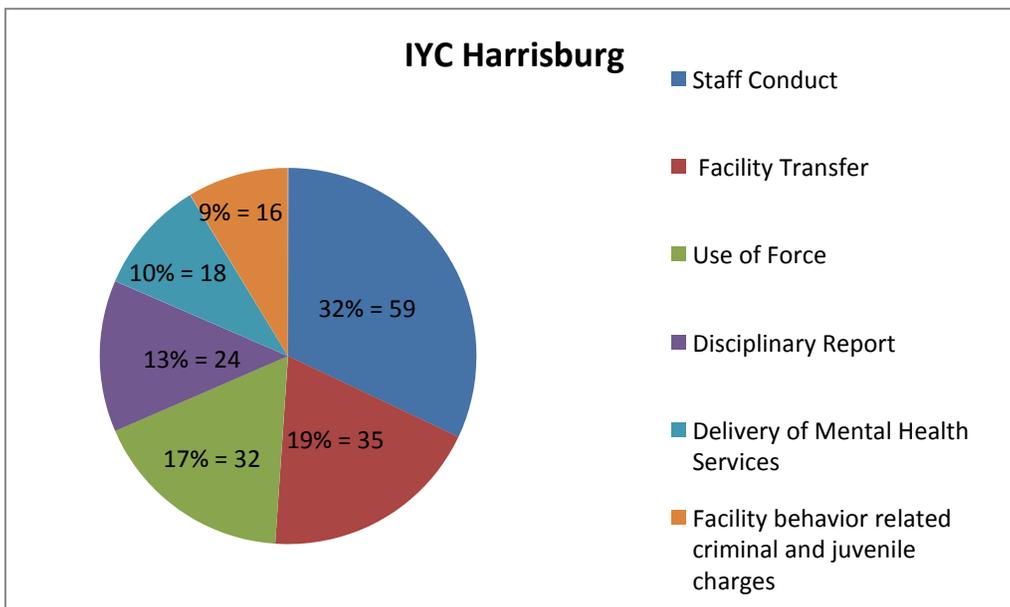
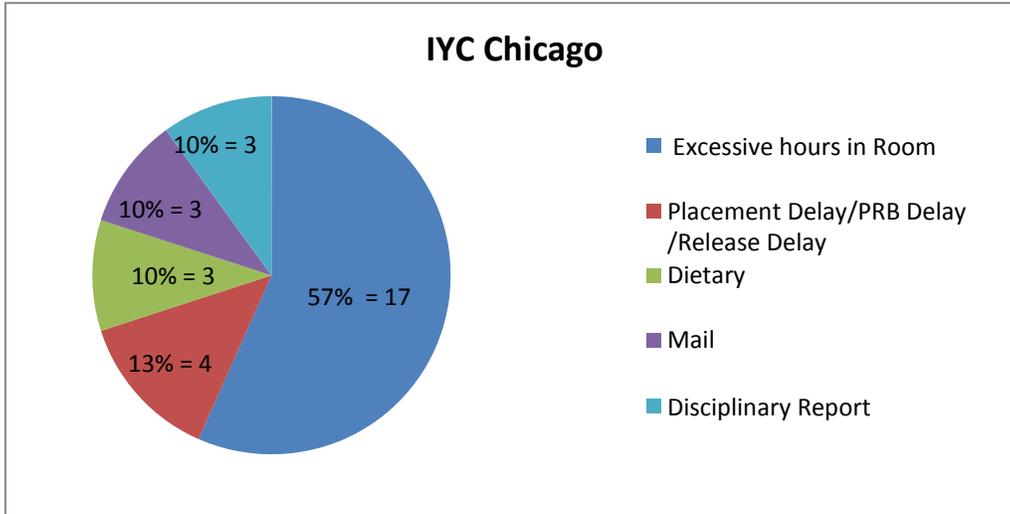
Table of Issues by IYC¹²

	IYC Chicago	IYC Harrisburg	IYC Pere Marquette	IYC St. Charles	IYC Warrenville	Total
Access to Programs	0	2	1	9	0	12
Access to Counsel and Court						
<i>Presentence credit</i>	0	1	0	3	0	3
<i>Appeal Rights</i>	0	0	0	1	1	2
<i>Needs Clarification</i>	0	1	0	1	0	2
<i>Legal Advocacy</i>	0	8	0	4	0	12
Miscellaneous - Rights and New Laws info	2	10	1	0	0	13
Alternative Program/Behavior Unit	0	7	0	6	0	12
Commissary	1	0	1	4	0	5
Delivery of Mental Health Services	0	18	1	15	0	30
Dietary	3	0	0	5	1	8
Disciplinary Report	3	24	11	12	2	49
Discrimination	0	6	11	1	0	18
Education	0	0	2	2	1	5
Facility Conditions	1	4	0	0	1	5
Facility Transfer	0	35	5	12	0	44
Grievances						
<i>No acknowledgement or response</i>	0	10	0	8	1	19
<i>Negative Response</i>	0	1	0	1	0	2
Healthcare	0	6	2	2	2	9
Hearing Rights –						
<i>Adjustment Committee</i>	0	5	0	6	0	11
<i>Consequences</i>	1	12	0	8	0	20
Facility behavior related criminal and juvenile charges	0	16	0	0	0	16
Mail	3	7	0	0	0	10
Medical	0	0	0	2	0	2
Right to call Ombudsman	0	2	0	0	0	1
Aftercare						
<i>Specialist visit</i>	0	1	1	0	0	2
<i>Planning</i>	2	1	0	0	0	3
<i>Conditions</i>	0	0	0	0	0	0
<i>Placement Approval</i>	0	4	0	1	4	9
Peer Conflict	0	19	0	12	0	19

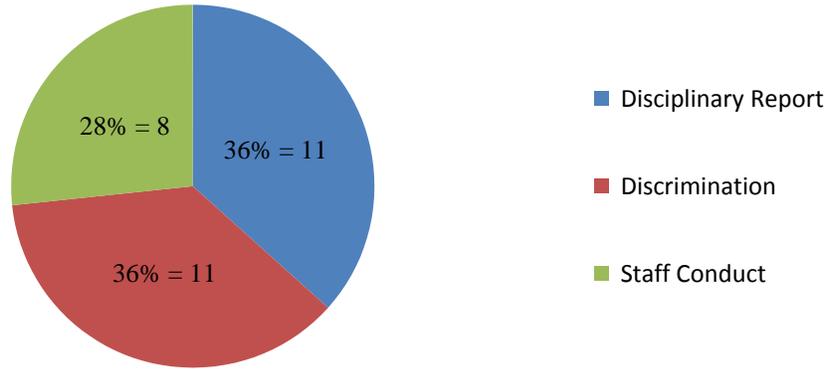
¹² There were no issues at IYC Kewanee.

Personal Property	2	5	3	2	0	9
Phone	1	5	0	4	0	9
PRB/Release review	2	6	0	16	1	24
PREA	0	1	0	5	1	7
Program Placement	0	10	0	6	3	16
PBIS	0	11	0	14	0	25
Restitution	0	0	0	3	0	3
Room or Unit Transfer	0	11	0	10	0	14
School						
<i>Attendance</i>	0	3	0	6	0	9
<i>Transcript, Classroom issues</i>	0	1	2	1	3	7
Staff Conduct						
<i>Mistreatment by staff verbal abuse</i>	1	29	6	9	0	43
<i>Lack of professionalism</i>	0	30	2	18	0	47
Use of Force						
<i>Chemical</i>	0	0	0	3	0	3
<i>Mechanical</i>	0	4	0	0	0	4
<i>Physical</i>	0	28	0	3	2	29
Visiting/Family Contact						
<i>Expanded</i>	0	3	0	3	0	6
<i>Barriers</i>	0	5	0	2	0	7
Youth Rights	0	7	0	6	0	11
Placement Delays/PRB Delay/Release Delays	4	20	1	5	1	28
Community Resources						
<i>IDs</i>	0	0	0	0	0	0
<i>Jobs</i>	0	0	0	0	0	0
<i>Military</i>	0	0	0	1	0	1
<i>College/Vocational Training</i>	0	0	0	1	0	1
<i>Expungement</i>	0	0	0	0	0	0
<i>Mentoring</i>	0	3	0	1	0	4
<i>Return to High School</i>	1	1	0	1	0	3
Excessive hours in Room	17	13	0	37	0	50
Sentence Reduction						
<i>Pre-Sentence credit</i>	0	2	0	3	0	5
<i>Program Credit</i>	0	4	2	3	1	10
<i>Miscalculation</i>	0	0	2	2	0	4
<i>Earned Credit</i>	0	4	0	10	0	13
IDOC info	0	0	0	0	0	0
TOTALS	44	406	54	290	30	737

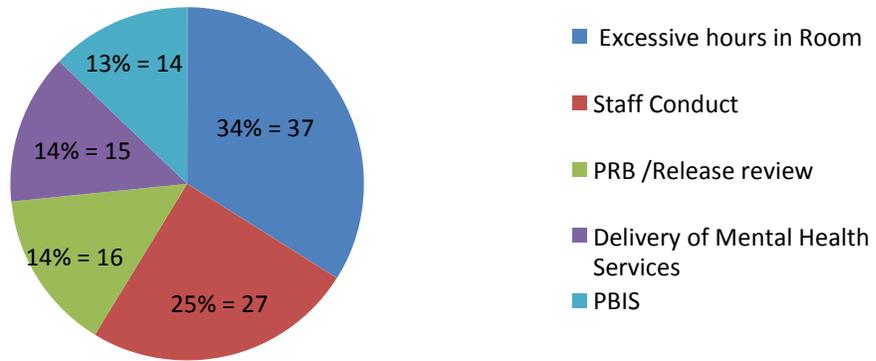
Top Issues by IYC



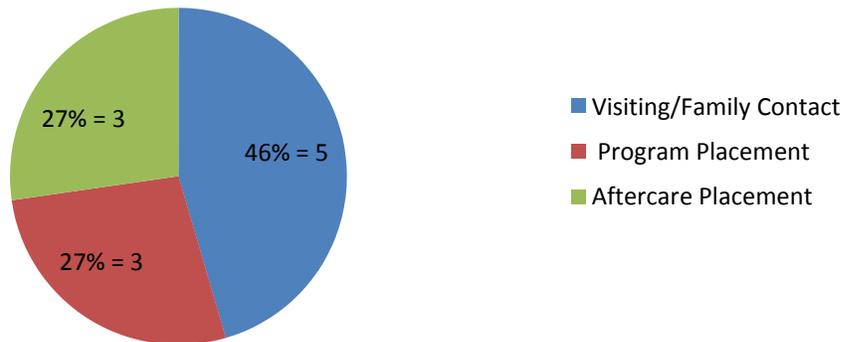
IYC Pere Marquette



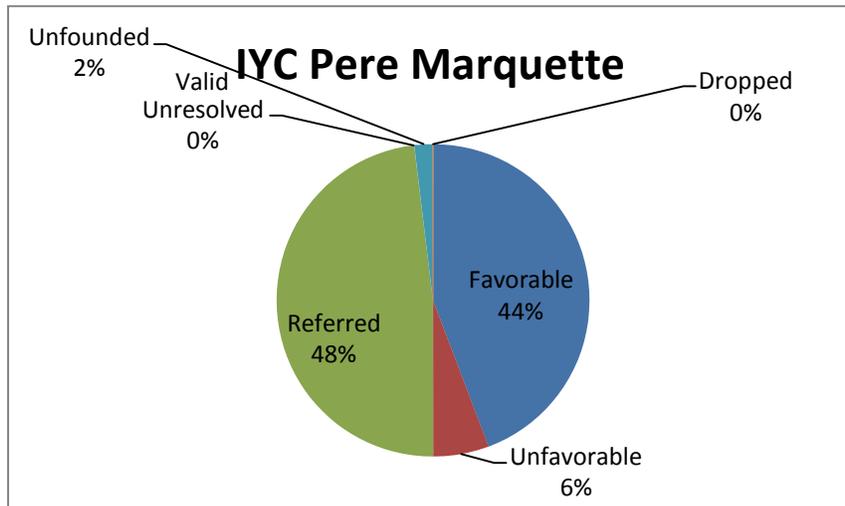
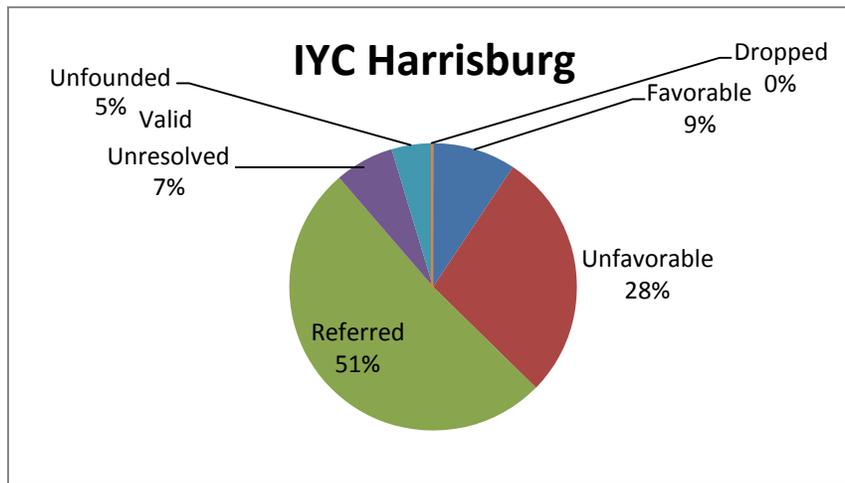
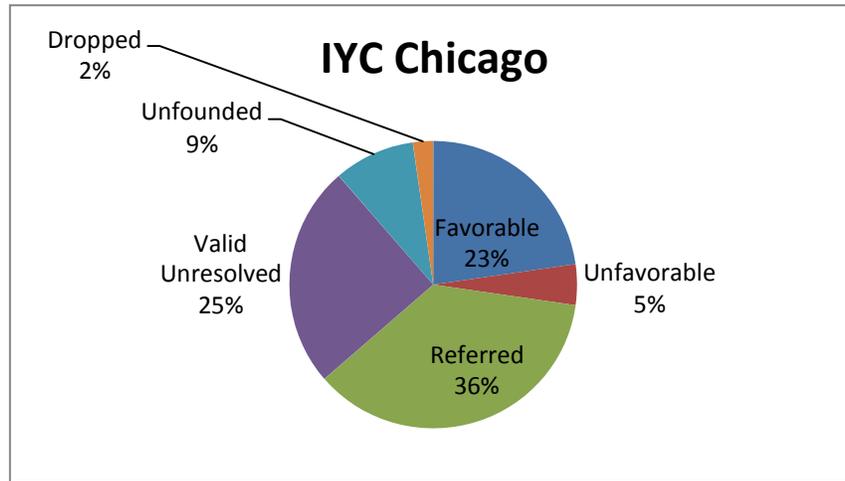
IYC St. Charles



IYC Warrenville



Resolution of Issues by IYC



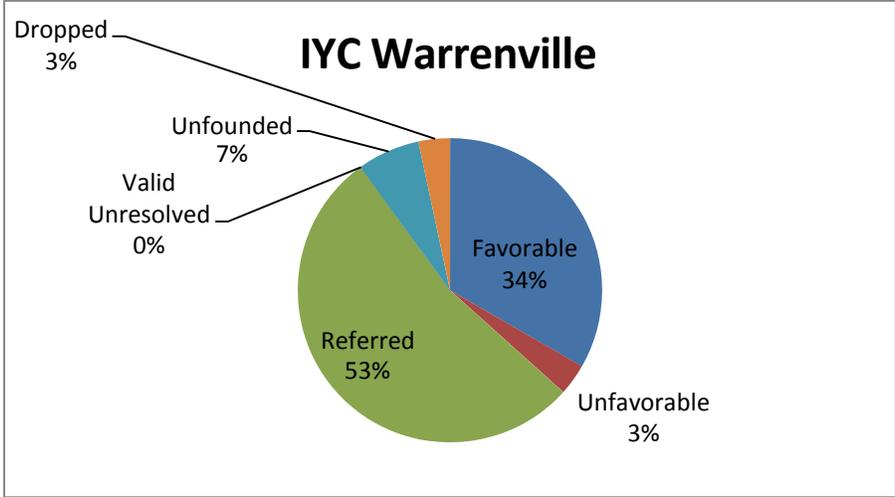
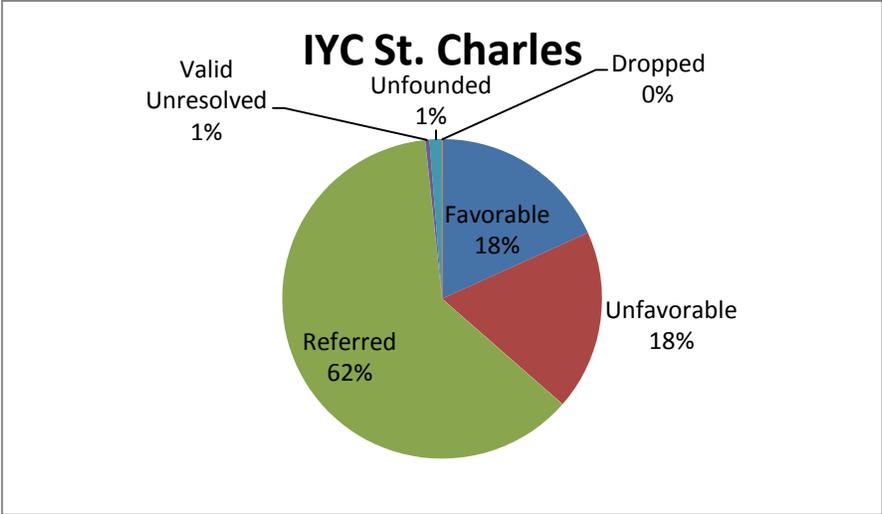


Table of Complaints by IYC¹³

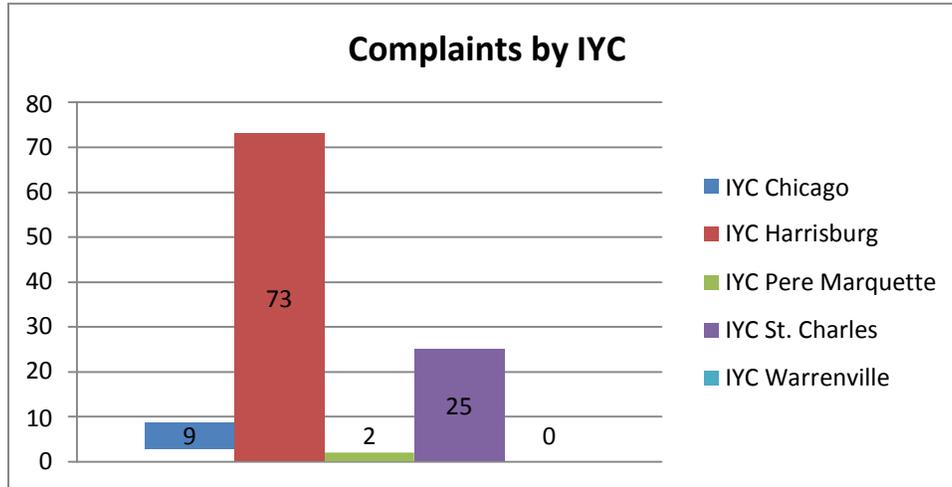
	IYC Chicago	IYC Harrisburg	IYC Pere Marquette	IYC St. Charles	Total
Access to Programs	0	0	0	0	0
Access to Counsel and Court	0	0	0	0	0
<i>Presentence credit</i>	0	0	0	0	0
<i>Appeal Rights</i>	0	0	0	0	0
<i>Needs Clarification</i>	0	0	0	0	0
<i>Legal Advocacy</i>	0	0	0	1	1
Miscellaneous - Rights and New Laws info	0	0	0	0	0
Alternative Program/Behavior Unit	0	0	0	1	1
Commissary	0	0	0	0	0
Delivery of Mental Health Services	0	3	0	1	4
Dietary	0	0	0	0	0
Disciplinary Report	1	3	0	3	6
Discrimination	0	2	1	0	3
Education	0		0	0	0
Facility Conditions	0	1	0	2	3
Facility Transfer	1	13	0	1	14
Grievances	0	0	0	0	0
<i>No acknowledgement or response</i>	1	0	0	1	2
<i>Negative Response</i>	0	0	0	0	0
Healthcare	0	1	0	2	3
Hearing Rights –	0	0	0	0	0
<i>Adjustment Committee</i>	0	0	0	1	1
<i>Consequences</i>	1	0	0	0	1
Facility behavior related criminal and juvenile charges	0	1	0	0	1
Mail	0	0	0	0	0
Medical	0	0	0	0	0
Right to call Ombudsman	0	0	0	1	1
Aftercare	0	0	0	0	0
<i>Specialist visit</i>	0	0	0	0	0
<i>Planning</i>	0	0	0	0	0
<i>Conditions</i>	0	0	0	0	0
<i>Placement Approval</i>	0	0	0	0	0

¹³ IYC Kewanee and IYC Warrenville had no formal complaints

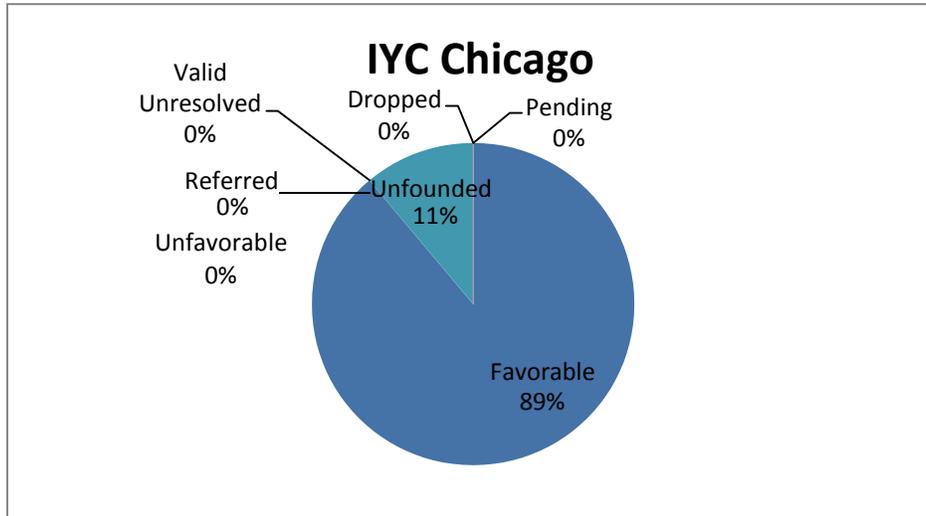
Peer Conflict	0	0	0	0	0
Personal Property	0	0	0	0	0
Phone	0	0	0	0	0
PRB/Release review	0	0	0	0	0
PREA	0	1	0	0	1
Program Placement	0	1	0	0	0
PBIS	0	0	0	0	0
Restitution	0	0	0	1	1
Room or Unit Transfer	1	0	0	0	1
School	0	0	0	0	0
<i>Attendance</i>	0	0	0	1	1
<i>Transcript, classroom issues</i>	0	0	0	0	0
Staff Conduct	0	0	0	0	0
<i>Mistreatment by staff verbal abuse</i>	0	9	0	1	9
<i>Lack of professionalism</i>	0	6	0	1	7
Use of Force	0	0	0	0	0
<i>Chemical</i>	0	2	0	2	3
<i>Mechanical</i>	0	2	0	0	2
<i>Physical</i>	1	19	1	3	23
Visiting/Family Contact	0	1	0	0	1
<i>Expanded</i>	0	0	0	0	0
<i>Barriers</i>	0	0	0	0	0
Youth Rights	0	2	0	0	2
Placement Delays/PRB Delay/Release Delays	0	3	0	0	3
Community Resources	0	0	0	0	0
<i>IDs</i>	0	0	0	0	0
<i>Jobs</i>	0	0	0	0	0
<i>Military</i>	0	0	0	0	0
<i>College/Vocational Training</i>	0	0	0	0	0
<i>Expungement</i>	0	0	0	0	0
<i>Mentoring</i>	0	0	0	0	0
<i>Return to High School</i>	0	0	0	0	0
Excessive hours in Room	3	3	0	2	7
Sentence Reduction	0	0	0	0	0
<i>Pre-Sentence credit</i>	0	0	0	0	0
<i>Program Credit</i>	0	0	0	0	0
<i>Miscalculation</i>	0	0	0	0	0
<i>Earned Credit</i>	0	0	0	0	0

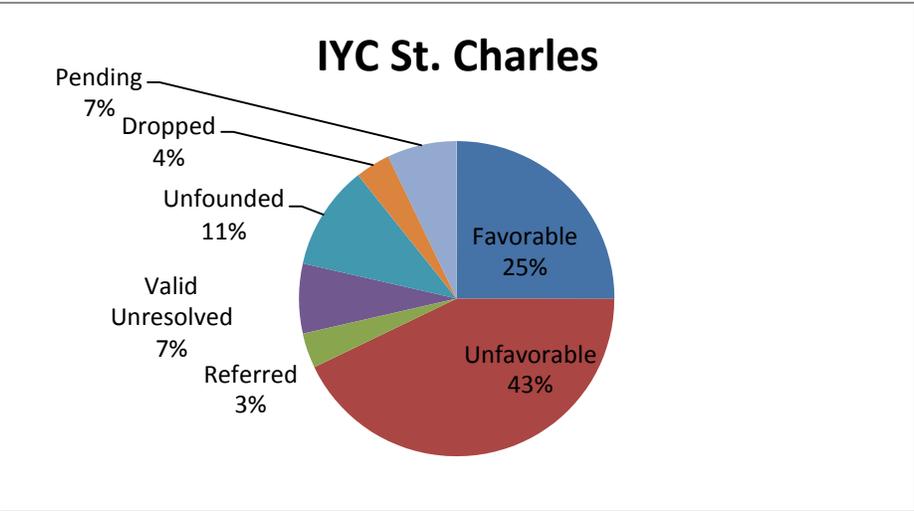
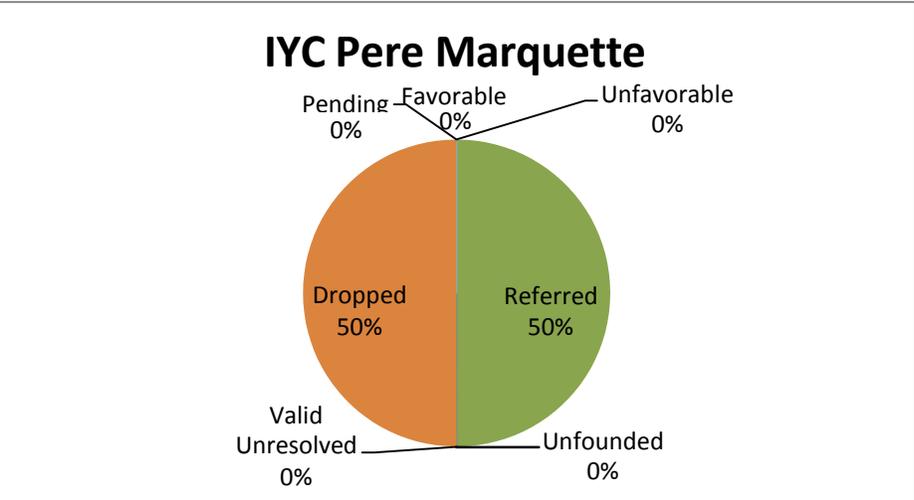
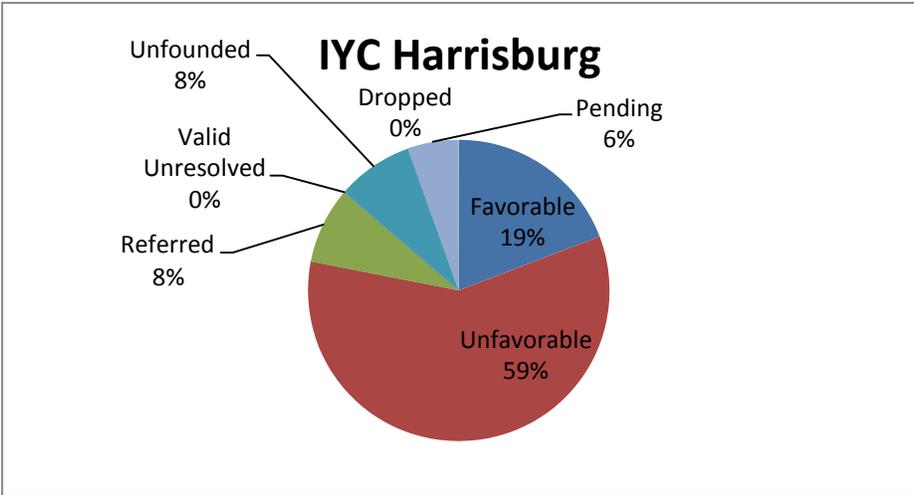
IDOC info	0	0	0	0	0
TOTALS	9	73	2	25	102

Total Complaints by IYC



Resolution of Complaints by IYC





Key for Issues and Complaint Resolutions

Favorable = The matter was resolved in the youth's favor.

Unfavorable = The matter was resolved against the youth.

Referred = The matter was referred to DJJ executive staff, DJJ administrative staff, the Grievance Process, DCFS or Illinois State Police.

Valid Unresolved = The matter is a valid concern/violation. Generally, a matter that was ongoing for a period of time or a systemic issue that was not resolved.

Unfounded = The Ombudsman determined that there were no violations of the youth's rights.

Dropped = The youth advised the Ombudsman that s/he did not want to pursue the issue.

Pending = The matter remains under investigation or has not been resolved

Table of Inquiries by IYC¹⁴

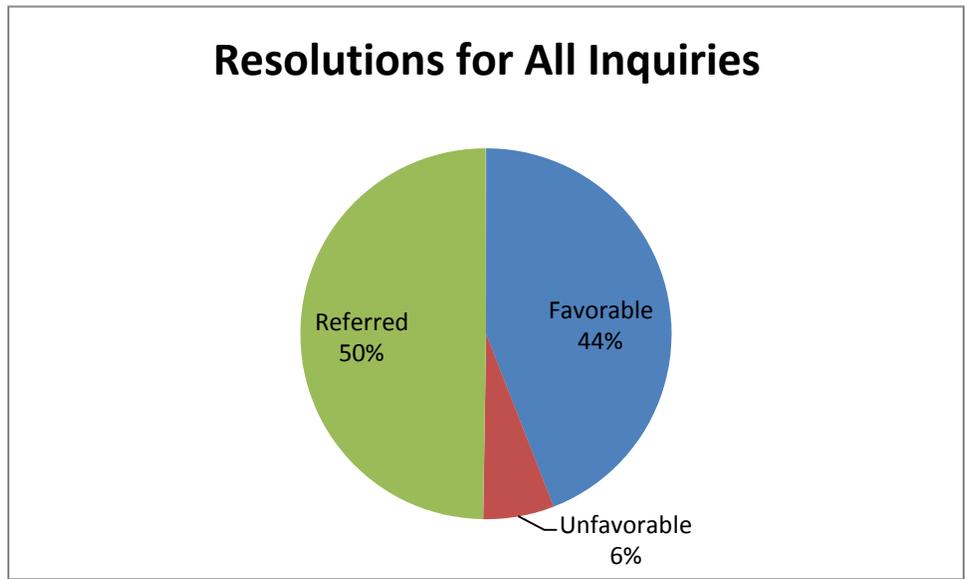
	IYC Chicago	IYC Harrisburg	IYC Pere Marquette	IYC St. Charles	IYC Warrenville	Total
Access to Programs	0	1	0	1	0	2
Access to Counsel and Court	0	0	0	0	0	0
<i>Presentence credit</i>	0	0	0	0	0	0
<i>Appeal Rights</i>	0	4	1	4	0	9
<i>Needs Clarification</i>	2	2	1	11	4	19
<i>Legal Advocacy</i>	0	15	1	3	1	18
Miscellaneous - Rights and New Laws info	0	8	0	0	1	9
Alternative Program/Behavior Unit	0	1	0	1	0	2
Commissary	0	0	0	0	0	0
Delivery of Mental Health Services	1	4	0	0	0	4
Dietary	0	0	0	2	0	2
Disciplinary Report	0	3	0	0	0	3
Discrimination	0	0	2	0	0	2
Education	0	0	0	0	1	1
Facility Conditions	0	0	0	0	0	0
Facility Transfer	0	2	1	0	0	3
Grievances	0	0	0	0	0	0
<i>No acknowledgement or response</i>	0	0	0	0	0	0
<i>Negative Response</i>	0	0	0	1	0	1
Healthcare	0	1	0	0	0	1
Hearing Rights –	0	0	0	0	0	0
<i>Adjustment Committee</i>	0	0	0	0	0	0
<i>Consequences</i>	0	0	0	1	0	1

¹⁴ IYC Kewanee had 5 inquiries about Placement Concerns

Facility behavior related criminal and juvenile charges	0	2	0	0	0	2
Mail	0	0	0	0	0	0
Medical	0	0	0	3	0	3
Right to call Ombudsman	0	0	1	0	0	1
Aftercare	0	0	0	0	0	0
<i>Specialist visit</i>	0	0	0	0	0	0
<i>Planning</i>	1	0	0	0	0	1
<i>Conditions</i>	0	0	0	1	1	2
<i>Placement Approval</i>	1	9	2	0	2	14
Peer Conflict	0	0	0	0	1	1
Personal Property	0	2	0	0	0	2
Phone	0	1	0	0	0	1
PRB/Release review	0	4	0	3	1	8
PREA	0	0	0	0	0	0
Program Placement	0	4	0	1	0	5
PBIS	0	2	1	3	0	6
Restitution	0	0	0	1	0	1
Room or Unit Transfer	0	0	0	1	0	1
School	0	0	0	0	0	0
<i>Attendance</i>	0	0	0	0	0	0
<i>Transcript, Classroom issues</i>	0	0	0	4	0	4
Staff Conduct	0	0	0	0	0	0
<i>Mistreatment by staff verbal abuse</i>	0	1	1	1	0	2
<i>Lack of professionalism</i>	0	0	1	3	0	4
Use of Force	0	0	0	0	0	0
<i>Chemical</i>	0	0	0	0	0	0
<i>Mechanical</i>	0	0	0	0	0	0
<i>Physical</i>	0	0	0	0	0	0
Visiting/Family Contact	0	0	1	0	0	1
<i>Expanded</i>	0	3	0	1	0	4
<i>Barriers</i>	0	0	0	0	0	0
Youth Rights	0	6	0	0	0	6
Placement Delays/PRB Delay/Release Delays	1	5	0	1	0	12
Community Resources	0	0	0	0	0	0
<i>IDs</i>	0	0	0	0	0	0
<i>Jobs</i>	1	2	0	1	0	3
<i>Military</i>	2	0	0	1	0	2
<i>College/Vocational</i>	0	0	0	1	0	1

<i>Training</i>						
<i>Expungement</i>	0	0	0	0	0	0
<i>Mentoring</i>	0	0	0	0	0	0
<i>Return to High School</i>	1	0	0	1	0	2
Excessive hours in Room	0	0	0	1	0	1
Sentence Reduction	0	0	0	0	0	0
<i>Pre-Sentence credit</i>	0	1	0	0	0	1
<i>Program Credit</i>	0	5	1	1	0	7
<i>Miscalculation</i>	0	1	1	1	0	3
<i>Earned Credit</i>	0	5	0	3	0	8
IDOC info	0	14	0	7	0	21
TOTALS	10	108	15	64	12	207

Resolution of Inquiries¹⁵



¹⁵ Inquiries were Favorable: the response was satisfactory; Unfavorable: the response was unsatisfactory; or Referred to DJJ or an external entity.